Arolygiaeth Gofal Cymru
Care Inspectorate Wales

Inspection Report

Human Support Group Limited - Pembrokeshire

Unit 1, 1st Floor Offices, Llwyn Yr Eos, Cross Hands Industrial Estate, Llanelli, SA14 6RB

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The inspection visits for this service took place between 22/07/2026 and 23/07/2026

Service Information:

Operated by:	The Human Support Group Limited
Care Type:	Domiciliary Support Service
Registered places:	0
Main language(s):	English
Promotion of Welsh language and culture:	The provider promotes, anticipates, identifies, and meets the Welsh language and culture needs of people.

Ratings:

Well-being	Good
Care & Support	Good
Leadership & Management	Good

Summary:

The Human support group provides domiciliary care and support to adults living in their own homes. Well-being is rated Good because people consistently experience positive outcomes. People told us they value the support they receive and describe care staff as caring, respectful and responsive. People are supported to make choices about their daily lives, maintain their independence and remain involved in activities that are important to them.

Care and support is rated Good because people receive care that is responsive to their assessed and changing needs. Staff demonstrate a good understanding of people's preferences, risks and health needs and work effectively with healthcare professionals when concerns arise. People and relatives spoke positively about the quality of support provided and the positive difference it makes to their lives.

Leadership and management is rated Good because people, relatives and staff expressed confidence in the management team and describe managers as approachable, supportive and responsive. Staff reported feeling valued and well supported through supervision, training and development opportunities.

Findings:

Well-being — Good

Many people experience positive well-being outcomes and are supported by care staff who know them well. Feedback from people and relatives is consistently positive, with many describing the support provided as caring, reliable and responsive to people's needs. One person told us, *"I think it's a wonderful service,"* and another described care staff as "*very polite and very caring."*
People feel safe receiving support from the service and benefit from care delivered by familiar staff who have developed positive and trusting relationships with them. Relatives consistently identified continuity of care as a key strength and described care staff as compassionate, reliable and responsive to people's changing needs. People told us the support they receive helps them maintain their quality of life and continue living in their own homes. They value the consistency of the care provided and the positive relationships they have developed with care staff. Staff demonstrate a good understanding of people's preferences, routines and individual circumstances and can explain how they adapt support to reflect changing needs. This person-centred approach helps people maintain independence, choice and control over their daily lives, promotes emotional well-being and contributes to positive outcomes

People have control over many aspects of their daily lives and are supported to make decisions about how they live. Care staff understand people's preferences, routines and choices and adapt their approach accordingly. Throughout the inspection, we observed positive, respectful and meaningful interactions between people and care staff. Staff spoke knowledgeably about the people they support and demonstrated a good understanding of what matters to them. This helps people feel valued, listened to and respected.

People are encouraged to participate in activities and opportunities that reflect their interests and preferences. The service's approach can support people to develop flexible, meaningful community-based activities, including craft groups, coffee mornings and community meetings. This supports people to remain active within their communities, maintain social connections and pursue interests that are important to them. People can also access information in ways that meet their individual needs, with Welsh-language provision widely available and documents translated into other languages and formats where required. This promotes inclusion and supports people to make informed choices about their care and support.

People are encouraged to maintain their independence and build on their strengths. Care staff support people to do as much as possible for themselves and use approaches which promote confidence, choice and autonomy. One person told us, "*I am able to remain as independent as possible."* Staff spoke knowledgeably about people's abilities and described how they encourage people to remain involved in tasks they can undertake safely. This reflects the service's

commitment to supporting people to achieve outcomes which matter to them and maintain control over their day-to-day lives.

Care & Support — Good

People told us the support they receive enables them to remain living at home and maintain the routines and lifestyle that are important to them. They benefit from support provided by a consistent team of care staff who know them well and understand their individual needs and preferences. Feedback from people and relatives about the care received was consistently positive. One relative told us, "*We feel really blessed with the carers we have, and we are very, very thankful*." People told us they generally receive support in the way they prefer and at times that suit their routines. Records reviewed and discussions with staff demonstrated people receive care which is responsive to their assessed needs.

People benefit from care planning arrangements that provide guidance for staff about personal care, mobility, nutrition, medication support and health-related needs. Personal plans include information about people's preferences and routines to support consistent care delivery. Staff demonstrated a good understanding of people's current circumstances and provided care that was responsive to changing needs. They were able to describe the action taken when concerns arise and gave examples of seeking advice from healthcare professionals and escalating concerns appropriately. Relatives spoke positively about the support provided. One relative told us, "*They care for Mam so well,"* and another said, "*They watch out for things and know when something is wrong."*

People are supported to remain safe and have risks to their health and well-being managed appropriately. Care staff demonstrate an understanding of identified risks and the measures required to promote people's safety and well-being, including monitoring skin integrity and responding to changes in health needs. Risk assessments generally provide guidance to support staff practice, and we saw evidence they are reviewed when circumstances change. However, we identified some inconsistencies within personal plans and risk assessments. Information does not always reflect people's current circumstances and records are often task-focused, limiting evidence of progress towards personal outcomes. Improving care planning, risk assessment and outcome-focused recording would provide greater assurance that records are accurate, up to date and reflective of the support provided. Despite this, feedback from people and relatives remain mostly positive and we found no evidence these recording shortfalls had negatively affected people's well-being, safety or outcomes.

Leadership & Management — Good

People benefit from a service that is led by a committed, visible and supportive management team. The manager promotes a positive culture where people are placed at the centre of care and support. They demonstrate a clear commitment to delivering person-centred care and achieving positive outcomes. People and relatives have confidence in the leadership of the service. Feedback consistently highlighted good communication, responsive management and continuity of care, which contributes to positive experiences and outcomes for people receiving support.

Most care staff spoke positively about the support they receive from managers and described them as approachable, supportive and responsive. Staff told us they feel valued, listened to and well supported in their roles and spoke positively about communication and opportunities for training and development. One care staff member told us, "*Whenever I have an issue, I know I can pick up the phone and get the support I need.*" This positive culture helps promote continuity of care and positive outcomes for people using the service.

People are supported by staff with the skills, knowledge and competence to meet their individual needs. Recruitment processes help ensure suitable staff are employed and records showed appropriate pre-employment checks, including Disclosure and Barring Service (DBS) checks, had been completed. Systems are in place to support staff through induction, supervision, appraisal and training.

Governance arrangements support oversight of the service. The responsible individual maintains a visible presence through regular visits and engagement with people, relatives, staff and professionals. Internal monitoring had identified some of the issues found during this inspection, including aspects of care planning and recording quality. However, actions taken had not always resulted in timely or sustained improvements. Despite this, we found limited impact on people's experiences and outcomes, with people and relatives continuing to speak positively about the quality of care provided and expressing confidence in the service.

Areas identified for improvement

Where we identify **Areas for Improvement** but we have not found outcomes for people to be at immediate or significant risk, we discuss these with the provider. We expect the provider to take action and we will follow this up at the next inspection.

Where we find outcomes for people **require significant improvement** and/or there is risk to people's well-being we identify areas for **Priority Action**. In these circumstances we issue a Priority Action Notice(s) to the Provider, and they must take immediate steps to make improvements. We will inspect again within six months to check improvements have been made and outcomes for people have improved.

CIW has no areas for improvement identified following this inspection.

CIW has not issued any Priority action notices following this inspection.

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